

SCHEDULE 2 – THE SERVICES

1. Service Specifications

Service	Out of Hours Response to Influenza type infections in Nursing and Residential Homes in Morecambe Bay
Commissioner Lead	Head of Primary Care Morecambe Bay CCG
Provider Lead	
Period	Nov 2021 - March 2022
Date of Review	

1. Population Needs
<p style="margin-left: 40px;">1. National/local context and evidence base</p> <p>1.2 Flu (short for influenza) is a viral infection of the respiratory system which mostly occurs in the winter. It is passed from person to person through coughs and sneezes, through direct contact, such as shaking hands, and when a person touches surfaces or objects contaminated with the virus on their hands.</p> <p>1.3 Nursing or Residential Care Homes, Residential Schools or Prisons (referred to in this document as Care Home) will have experienced cases and outbreaks of flu or influenza-like illness (ILI), and will be aware of the potentially serious and life-threatening implications for vulnerable residents. Measures such as resident isolation and closing the Care Home to new admissions may stretch their resources and will present practical challenges to ensure the necessary infection prevention measures are taken. Outbreaks can be difficult and complicated to manage and Care Home staff will require coordinated support and advice to ensure a timely response.</p> <p>1.4 The statutory responsibilities, duties and powers significant in the handling of an outbreak are shared between the Local Authorities (LAs), Clinical Commissioning Group (CCG) and local General Practices (GPs).</p> <p>1.5 CCGs have a role in supporting NHS England Regional and Area Teams and providers of NHS funded care in planning for and responding to influenza and other outbreaks of infectious diseases in line with the recommendations set out by Public Health England (PHE).</p> <p>1.6 PHE have a role in supporting the LA in managing influenza and other outbreaks of infectious diseases by liaising with the Lancashire and Cumbria Council Health Protection Teams (HPT) and being available to Care homes and Morecambe Bay GP out of hours services. This should be coordinated with the locality that is experiencing the outbreak, or with both if necessary.</p> <p>Lancashire and Cumbria Council Health Protection Teams (HPT) have the responsibility of coordinating the response to outbreaks across the Morecambe Bay area. They provide specialist health advice and operational support to NHS, LA and other agencies.</p>

2. Outcomes			
2.1	<u>NHS Outcomes Framework Domains & Indicators</u>		
	Domain 1	Preventing people from dying prematurely	X
	Domain 2	Enhancing quality of life for people with long-term conditions	X
	Domain 3	Helping people to recover from episodes of ill-health or following injury	X
	Domain 4	Ensuring people have a positive experience of care	X
	Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	X
3. Scope			
3.1	Aims and objectives of service		
	<p>This document outlines specifically what Morecambe Bay CCG is commissioning in the event of a suspected influenza outbreak in a Nursing or Care Home both 'in season' and 'out of season' for out of hours providers (supporting primary care response due to covid-19 pressures).</p> <p>Any registered patient of MBCCG residing in a nursing or care home with suspected flu will receive anti-viral medication within 48hrs administered by the provider.</p>		
3.2	<p>Within a 48 hour period of receiving the influenza outbreak notification, Morecambe Bay GP OOH services will:</p> <p>Offer OOH response to notification of a suspected outbreak or assist in the management of an on-going outbreak in line with https://www.gov.uk/government/publications/acute-respiratory-disease-managing-outbreaks-in-care-homes</p> <p>The following tasks are required:</p> <ol style="list-style-type: none"> 1. Keep a supply of suitable swabs at Morecambe Bay GP OOH services (available from PHE (Mark McGivern) 2. Swab symptomatic patients in line with guidance – throat and nose swab sent together in a single vial of viral transport medium (VTM). NB if VTM kits are not available dry swabs can be sent but should not be sent in charcoal transport medium. 3. Swabs from a maximum of 5 symptomatic patients per Care Home are required. It is not necessary to swab all patients or non-symptomatic patients. 4. Obtain an ILOG number for the outbreak if not already provided by HPN in hours by phoning the Outbreak Co-ordinator on 0344 225 0562 & select option 0 5. Arrange for the swabs to be taken to Laboratory as soon as possible after completing collection of swabs by the on-call driver. 6. Arrange a medical (clinical) review of any unwell, symptomatic patients. 7. Assess suitability and prescribe anti-viral medication for symptomatic patients if appropriate. 8. Prophylactic assessment and prescribing - assess suitability for anti-viral medication for asymptomatic contacts who have been in close proximity with symptomatic 		

patients within the previous 48 hours (face to face contact within 1 metre or >15 minutes in same room). The care home will provide a list of contacts. Assessment and prescribing will take approximately 20 minutes per patient, so there may be circumstances where it is not possible to complete this work. Morecambe Bay GP OOH services will inform the CCG on-call manager who will alert the on-call officer at PHE for advice.

9. Prescribe anti-viral medication, assess the patients and liaise with the pharmacy so that the anti-viral medication can be started within 48 hours of the last contact with a symptomatic patient. Treatment should be based on current influenza guidelines please refer to section 6 (below) for detail.
10. Keep an emergency supply of anti-viral medication. Due to low stock levels the provider will liaise with the pharmacy. The pharmacy will dispense the antivirals for the patients and liaise with the care home/organisation regarding collection.
11. Keep accurate care records.
12. Share information and hand over care to General Practice.
13. Share information and hand over care to Lancashire or Cumbria Health Protection Team by telephone in hours or e-mail out of hours, to ensure co-ordination of Outbreak Management. infectionprevention@lancashire.gov.uk
publichealthenquiries@cumbria.gov.uk
14. Participate in Outbreak Management planning and debriefing sharing any lessons learnt with key stakeholders.

NB (1) : Once Chief Medical Officer declares Flu Season for 2021/22; the in hours services will be delivered by GP Practices in line with patient treatment within their core contract. Antivirals can be prescribed on a FP10 prescription through any community pharmacy; but GPs can also use the three names pharmacies in section 5 should there be issues over obtaining the antivirals.

NB (2): The provider cover would be every 48 hours just in terms of sending a clinician into a care home.

3.2.3 Public Health England: The HPT Out of Hours Service will:

1. Report the suspected outbreak locally and co-ordinate the management.
2. Assess the situation and liaise with GP / local PHE NW's / HPT
3. Advise on infection prevention and control measures
4. Assist with sample collection by providing logistical support for obtaining samples and processing
5. Maintain contact with the home until outbreak is declared over
6. Be available to Morecambe Bay GP Out of Hours Service / Care Home for advice.
7. Inform Morecambe Bay GP Out of Hours Service / Care Home of results available.
8. Be available for the CCG on-call manager for advice.

3.2.4 Care Homes

1. Care home should ensure advice from GP/HPN/PHE is implemented.
2. Identify a list of patients who have been in contact with the patient (see below for criteria).
3. Ensure prescribed medications (including antivirals) are given in a timely manner.

NB: For patients who do not have capacity to consent to anti-viral medication doctors should consider the best interest of the patient when deciding on their care and treatment. The law to be considered when consent to treatment is

required is The Mental Capacity Act 2005. (MCA). However, if there are any concerns out of hours it may be appropriate to seek advice from the CCG or LA Safeguarding teams.

3.3 Key Contacts

Public Health England: Lancashire & Cumbria Health Protection Team –

In Hours - 0344 225 0562

Out Of Hours - 0151 434 4819

Morecambe Bay CCG – 01539 732288 or Blackpool Victoria Hospital 01253 300 000

CHoC In and Out of Hours 01228 514830 (ask for on-call manager)

PDS In Hours 01524 406676

PDS Out of Hours 01524 400571

3.4 Key Information Links

Guidance Documents

<https://www.lancashire.gov.uk/practitioners/health-and-social-care/infection-prevention-and-control/outbreak-management/>

<https://www.gov.uk/government/publications/acute-respiratory-disease-managing-outbreaks-in-care-homes>

Advice for residents and staff

<https://www.nhs.uk/conditions/flu/>

3.5 Population covered

Care Home residents registered at a GP Practice in NHS Morecambe Bay CCG covering both In and Out of Season Influenza for the period of November 2021 to March 2022

3.6 Interdependence with other services/providers

To work together with other professionals where appropriate. Any health professionals involved in the care of service users should be appropriately trained.

4. Delivery of service

Delivery of service will be within the boundaries of Morecambe CCG that individual provider covers. The on call / standby clinician will mobilize to and operate from the requesting care home (home visit).

5. Supply of anti-viral

The CCG has agreements with 3 x 100 hour pharmacies (1 Lancaster, 1 Barrow and 1 Kendal); The pharmacies all have appropriate levels of stock in line with the CCGs service level agreement. Local pharmacies within Morecambe Bay will also be able to order stock from wholesalers or may have a stock to hand; if however the antiviral cannot be issued in the timely manner then the local pharmacy can approach one of the 3 commissioned stockists.

The provider should contact the below pharmacy (dependent on location) to request anti-viral medication in line with the CCGs service level agreement with the pharmacy.

*Well Pharmacy,
Helme Chase Surgery,
Burton Road,
Kendal
LA9 7HR
01539 737953*

*Asda Pharmacy,
Walney Road,
Barrow in Furness,
Cumbria,
LA14 5UG
01229 842 510*

*Dalton Square Pharmacy
24-26 Great John Street
St Nicholas Arcades
Lancaster
LA1 1NG
01524 32310*

6. Prescribing

During 'In-Season' antivirals may be prescribed on a FP10 and supplied through a community pharmacy.

During 'Out-of-Season', a FP10 must be marked as 'convenient stationery' and sent to the nominated pharmacies. If this is not available as an option, the OOH provider must complete a Patient Specific Direction (PSD) which is included in Appendix 1.

Please refer to prescribing guidance contained within the following document:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/833572/PHE_guidance_antivirals_influenza_201920.pdf

Post-exposure prophylaxis of influenza information is available

at: <https://cks.nice.org.uk/influenza-seasonal#!scenarioBasis:4>

and

<https://www.gov.uk/government/publications/influenza-post-exposure-prophylaxis-and-treatment-pgd-templates>

See the Prescribing information sections on Oseltamivir and Zanamivir for recommended doses, contraindications, cautions, and possible adverse effects of these drugs.

Zanamivir <https://www.medicines.org.uk/emc/product/3809/smpc>

Oseltamivir <https://Www.Medicines.Org.Uk/Emc/Product/1194/Smpc>

Appendix 1: *Patient Specific Direction (PSD) [for prescribing anti-virals 'out-of-season]*

Patient Specific Direction (PSD)
Date: Time:
FOR URGENT ATTENTION (Pharmacy Address) (Pharmacy e-mail)
Prescriber Details (Name) (Address)
Please arrange for the supply of: (Influenza Antiviral drug name and quantity)
For the Following Patients: (Name) (DOB) (Dosage) (Duration) (Name) (DOB) (Dosage) (Duration)
These medicines are required as part of an urgent management of an influenza outbreak at: (Care Home name and Address)
As declared by the PHE Centre Health Protection Team (insert PHE Centre Details)
Signature of Prescriber (Name) (Signature) (Registration Number) (Contact Details)